California Child and Family Services Review

County Self-Assessment Users' Guide
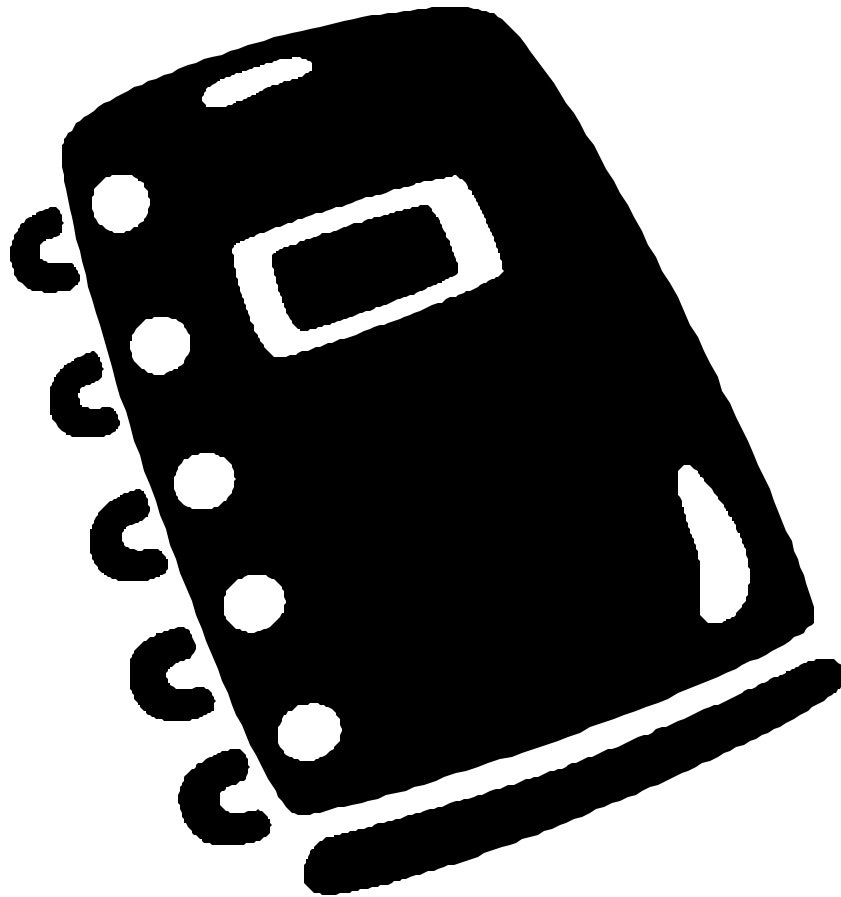
Version 2.0

Date   Revisions made

May 7, 2004   URL path names for Outcome Indicator 2A and process measures
                       2B and 2C corrected.

Introduction & Overview

This guide is intended to be used in conjunction with the Instructions and Outline for the County Self-Assessment of the California Child and Family Services Review.

The purpose of this guide is to assist county staff in completing the County Self-Assessment in three ways:

I.   Identify the purpose or intent of the various areas of the County Self-Assessment outline or provide clarification to the instructions. Such information is in boxes marked with this picture:

II.   Raise questions to consider or issues to facilitate discussion on the part of county agencies providing child welfare services, community partners and stakeholders. These boxes are marked with this picture:

III.   Define key terms. See the Glossary in Attachment I.

To facilitate completion, the guide follows the same order as the Self-Assessment Outline. If information is presented in a prior section, the text may refer to that prior section rather than repeat the information. An automated template will be made available on the California Department of Social Services (CDSS) website.

It is recommended that the completed Self-Assessment be no more than 50 pages. Recommended page estimates are provided at the beginning of each section.

Purpose of the County Self-Assessment

The County Self-Assessment is the first step in California's new California Child and Family Services Review that implements a process of continual system improvement.

The purpose of the County Self-Assessment process is to analyze, in collaboration with key partners, the County's performance on eight critical child welfare outcomes. These outcomes are measured by data or outcome indicators that make up the County Data Profile. The County Data Report is provided to the County by CDSS based on data from the Child Welfare Services/Case Manage System (CWS/CMS).

The lead agency for conducting the County Self-Assessment is the County child welfare agency. This agency has overall responsibility for the completion of the assessment. The County probation department is the contributing agency responsible for assessing outcomes for foster children under its direct supervision and receiving child welfare services. Together, the County child welfare agency and the County probation department will identify the programmatic strengths and needs as these relate to their distinct populations.

In addition to the outcome indicators, seven Systemic Factors must also be considered when analyzing the County's performance on the outcomes. The Systemic Factors correspond to the federal systemic factors used in the federal Child and Family Services Review.

There is no objective standard by which the County must assess its performance, and therefore, no "pass" or "fail" associated with the County Self-Assessment. However, the County must identify strengths and areas needing improvement. The areas needing improvement will be addressed in the System Improvement Plan.

I. Demographic Profile and Outcomes Data
(Recommended length: 15-20 pages)

A. Demographic Profile (both foster care and general population)

1. County Data Report

> *The County Data Report will be provided by CDSS and should be inserted at this point in the County Self-Assessment Document. This profile will include:*
> - *Child Welfare Participation Rates (i.e., rate per 1000 children, e.g. referrals, foster care entries, placement type, etc.)*
> - *Outcome Indicators*
> - *Process Measures*
> - *Caseload Demographics*
> *Along with the profile will be information describing the general methodology used for the data.*

2. Demographics of General Population

> *The purpose of this section is to allow the County to use available demographic data to describe the general context in which the County's child welfare services are provided. This is the place to identify any demographic issues that impact the achievement of desired outcomes for the County's child welfare population. Identify the demographic data here and reference it in later discussions on the County's performance on the outcome data indicators.*

> *Summarized Census data by county can be found on the Employment Development Department (EDD)'s website at http://www.calmis.ca.gov/htmlfile/subject/DP2000.htm, including total number and percent of population for:*
> - *Age, race, ethnicity or Native American/Indian heritage, and other basic demographic characteristics*
> - *Poverty rate (below the federal poverty line)*
> - *Household income*
> - *Education for persons ages 25+*
> - *Other (i.e., grandparents as caregivers)*
>
> *Summarized census information by county can also be found at http://quickfacts.census.gov/qfd/states/06000.html, including: (Statewide numbers/percentages also given for comparison.)*
> - *Total Population, percent under 5 years old, percent under 18 years old and percent 65 years and older.*

- *Race/Ethnicity Percentages, including white, African American, American Indian/Alaska native, Asian, Hispanic/Latino, Native Hawaiian/other Pacific Islander, persons reporting other, and persons reporting two or more races. (Also percent foreign born and percent where language other than English is spoken in the home).*
- *Education Level, including percentage of persons age 25+ that are high school graduates, have bachelor's degree or higher.*
- *Household Income – median and per capita income. Also, number of households, average number of persons per household.*
- *Poverty Rate – percentage of persons below federal poverty line.*
- *Housing – number of housing units, homeownership rate, percentage of housing units in multi-unit structures and median value of owner–occupied housing units.*
- *Unemployment Rates by county can be found on website at: http://www.calmis.ca.gov/htmlfile/subject/lftable.htm*
- *Both monthly rates and annual averages are available; rates are not seasonally adjusted.*

General data on child education, health and family economics *may be found at: http://www.childrennow.org/california/rc-2003/county-profiles.cfm#counties*

If available, county specific data on the following may also be included:
- *Rate of families receiving Public Assistance*
- *Rate of Families with no Health Insurance*
- *Active Tribes in the County*

3. Education System Profile

The purpose of this section is to provide a brief description of the County's education system that may be relevant to the analysis of the County's performance on the outcome indicators in the sections that follow. Training in preparation for the Self-Assessment will consider selection of appropriate educational information. Some sources for county specific education data are available at the websites listed below:

- ***Demographic Data:*** *This site provides access to a variety of school "demographic" data including summary information about each school site. The databases are downloadable. http://www.cde.ca.gov/demographics/*

- ***API Data:*** *The data are available either as a series of reports or as a database containing the entire state's information, school by school. The database is downloadable and can be accessed in one of several formats including Excel, Access or other database programs such as SAS or SPSS. http://api.cde.ca.gov/index.html*

- ***STAR Data****: This site is the portal for the STAR data. The STAR data are available by school and by grade, etc. They can be aggregated by district, county and grade level. The breakouts present views of the data; e.g., breakouts by English proficient or by English learners, by eligibility for free or reduced price lunch, or by race or ethnic group, etc., http://star.cde.ca.gov/*

B. CWS Outcomes and C-CFSR Data Indicators

The purpose of this section is to provide an analysis and conclusion about the County's performance

> *on each of the outcome indicators provided in the County Data Report (Section IA1 above). In addition to the County Data Report, other county-specific, child welfare data can assist in the analysis of the outcome indicators. This data can be broken down by age, ethnicity and other factors and is available at:* http://cssr.berkeley.edu/cwscmsreports/
>
> *To the extent that data is available for children supervised by the County Probation Department, the County's performance on the indicators should be analyzed and considered separately in each of the areas as applicable.*
>
> ***Note****: Not all outcome indicators encompassed in the Self-Assessment may be available for the initial assessment. The county need only address those indicators that are provided in the County Data Report*.

Child Welfare Services Participation Rates

Methodology:
Developed by the University of California, Berkeley (UCB)

Number of children < 18 in population
Population projections for 2002, from Claritas, Inc. (Projections from CA Dept. of Finance will be used as soon as they are available based on 2000 Census.)

Number and rate of children with referrals
Unduplicated count of child clients < age 18 in referrals in 2002, per 1,000 children < age 18 in population
URL: http://cssr.berkeley.edu/CWSCMSreports/Referrals/rates.asp#countyrates

Number and rate of children with substantiated referrals
Unduplicated count of child clients < age 18 in referrals in 2002 that had substantiated allegations, per 1,000 children < age 18 in population
URL: http://cssr.berkeley.edu/CWSCMSreports/Referrals/rates.asp#countyrates

Number and rate of first entries
Unduplicated count of children < age 18 entering a child welfare supervised placement episode of at least 5 days duration for the first time in 2002, per 1,000 children < age 18 in population
URL: http://cssr.berkeley.edu/CWSCMSreports/Cohorts/firstentries/Rates.asp

Number and rate of children in care
Number of children < age 19 in child welfare supervised foster care on July 1, 2002, per 1,000 children < age 19 in population
URL:

http://cssr.berkeley.edu/cwscmsreports/Pointintime/fostercare/childwel/prevalence.asp

Outcome 1:

> *Children are, first and foremost, protected from abuse and neglect.*

Trends in Safety Data

(?) *Trends in Safety Data: To the extent that trend data is available, the County might consider whether there have been notable changes in the safety outcome indicator data including:*

- *Possible contributing factors including regional effects on the data, for example, high unemployment.*
- *Correlation to changes in the demographic profile of the County's child welfare population.*
- *Changes in policies, practice, programs, training or use of assessment tools that may affect the number and types of reports of abuse or neglect accepted and investigated, the rate of substantiated and unsubstantiated reports, the rate of cases opened for services, and the rate of children entering care.*
- *Relationship between staff caseload, turnover or training and the rate of substantiated and unsubstantiated reports, the rate of cases opened for services, and the rate of children entering care.*
- *Whether the County has implemented any alternative responses and any correlation between implementation and child safety.*

Outcome Indicators 1A and 1B – Recurrence of Maltreatment

This measure reflects the percent of children who were victims of child abuse/neglect with a subsequent substantiated report of abuse/neglect within specific time periods. Developed by the University of California, Berkeley (UCB). It is both a state and federal outcome measure.

Methodology:
Federal: Of all children with a substantiated allegation within the first six months of the study year (7/1/02-12/31/02), what percent had another substantiated allegation within six months? (limited to dispositions within the study year, according to federal guidelines).
URL: http://cssr.berkeley.edu/cwscmsreports/cfsrdata/standards/cfsr_recurrence.asp

State: Of all children with a substantiated referral during the 12 month study period (7/1/01-6/30/02), what percent had a subsequent referral within 12 months?
URL: http://cssr.berkeley.edu/CWSCMSreports/Referrals/recurrence.asp

State: Of all children with a first substantiated referral during the 12 month study period (7/1/01-6/30/02), what percent had a subsequent referral within 12 months?
URL: http://cssr.berkeley.edu/CWSCMSreports/Referrals/recurrence.asp

(?) *In analyzing this indicator, the County might consider the following:*

- *Patterns in the characteristics (i.e., age) and circumstances (i.e., intervention employed at first substantiation, type of maltreatment, etc.) of children who experienced repeat maltreatment.*
- *Whether the new reports were for the same or different reason than the prior reports.*
- *The services available in the County to meet the needs of the family while in the system.*
- *The county's efforts to remove barriers to ensure children and families receive appropriate*

- *priority for services across county systems.*
- *The county's utilization of a standardized or comprehensive assessment approach to safety that includes determining levels of safety, risk, parental protective capacity and family strengths and needs throughout the life of in-home and out-of-home case.*
- *Whether the County operates a differential response system, a description of that system and any correlations with participation/non-participation in the system.*
- *Comparison with statewide data.*

Outcome Indicator 1C – Rate of Child Abuse and/or Neglect In Foster Care

This measure reflects the percent of children in foster care who are abused or neglected while in foster care placement (currently limited due to data constraints to children in foster or FFA homes). This data was developed by UCB. It is a federal outcome measure.

Methodology:
For all children in county supervised or Foster Family Agency child welfare supervised foster care during the most recent nine month review period (10/1/02-6/30/03) (timeframe established according to federal guidelines), what percent had a substantiated allegation by a foster parent during that time?
URL: http://cssr.berkeley.edu/cwscmsreports/cfsrdata/standards/cfsr_abuse.asp

In analyzing this indicator, the County might consider the following:
- *The services and resources available to caregivers in the County.*
- *The county's reporting and tracking procedures for occurrence of abuse and neglect in relative and group home foster care settings.*
- *The county's screening process and assessment practices of foster parents and other individuals living in the foster home prior to placement of the child in the home.*
- *Whether the County's placement policies and practices include a focus on reducing incidents of maltreatment in out-of-home care.*
- *How the County determines and ensures compliance with the necessary frequency of social worker visits with children in foster care to monitor risk.*

Outcome Indicator 1E – Rate of Abuse and/or Neglect Following Permanency

This outcome indicator is currently under development.

In analyzing this indicator, the County might consider the following:
- *Correlation between abuse following permanency and type of permanent placement.*
- *Correlation between abuse following permanency and child characteristics (for example age, services received while in care).*
- *The county's process for matching foster families with children based on children's needs.*
- *Resources available and gaps in resources to help maintain families when children are permanently placed.*
- *Whether the County provides post-reunification services, a description of those services, and any correlation between receipt of services and abuse following permanency.*

Outcome 2:

Children are safely maintained in their homes whenever possible and appropriate.

Outcome Indicator 2A – Rate of Recurrence of Abuse/Neglect in Homes Where Children Were Not Removed

This measure reflects the occurrence of abuse and/or neglect of children who remain in their own homes receiving child welfare services. This data was developed by CDSS. It is a state outcome measure.

Methodology:

Of all the children with allegation (inconclusive or substantiated) who were not removed and who had a subsequent substantiated allegation within 12 months?

URL: http://cssr.berkeley.edu/CWSCMSreports/Ccfsr.asp#2A

In analyzing this indicator, the County might consider the following:
- *How the County assesses underlying risk-related issues, such as domestic violence or mental illness, and whether there is follow-up to ensure services were received.*
- *The county utilization of a standardized or comprehensive assessment approach to safety that includes determining levels of safety, risk, parental protective capacity and family strengths and needs throughout the life of in-home and out-of-home cases.*
- *The services available in the County to meet the family's needs to prevent the need to enter the system. Describe the provision of home-based services to protect children from maltreatment, including new and existing services, availability, accessibility, appropriateness and effectiveness of services.*
- *Notable changes in the number/array, flexibility and accessibility of home-based services and possible contributing factors.*
- *For FM cases, how the County determines and ensures compliance with the necessary frequency and quality of social worker visits with parents to assure child safety in the home.*

Process Measure 2B – Percent of Child Abuse/Neglect Referrals with a Timely Response

This is a process measure designed to determine the percent of cases in which face to face contact with a child occurs, or is attempted, within the regulatory time frames in those situations in which a determination is made that the abuse or neglect allegations indicate significant danger to the child. This data was developed by CDSS. It is a state process measure.
URL: http://cssr.berkeley.edu/CWSCMSreports/Ccfsr.asp#2B

Methodology:

Percent of child abuse and neglect referrals that have resulted in an in-person investigation stratified by immediate response and ten-day referrals, for both planned and actual visits.

Process Measure 2C—Timely Social Worker Visits With Child

This is a process measure designed to determine if social workers are seeing the children on a monthly basis when that is required. Children for whom a determination is made that monthly visits are not necessary (e.g. valid visit exception) are not included in this measure. This data was developed by CDSS. It is a state process measure. This report is based on CWS/CMS only. (Other data analysis measurements such as the SafeMeasures application may provide different results.)

Methodology:

Of all children who required a monthly social worker visit, how many received a monthly visit?

URL: http://cssr.berkeley.edu/CWSCMSreports/Ccfsr.asp#2C

(?)
In analyzing this indicator, the County might consider the following:
• *The extent to which protocols are in place to ensure social work visits occur timely.*
• *The extent to which visitation exceptions are used and documented on CWS/CMS.*

Outcome 3:

Children have permanency and stability in their living situations without increasing reentry to foster care.

Trends in Permanency Data

(?)
To the extent that trend data is available, the County might consider whether there have been notable changes in the permanency outcome indicator data. Some factors to consider may include:
• *Changes in laws, policies, practice, programs, training or the use of standardized instruments that may have affected the data profile.*
• *Changes in procedures and practice for permanency planning during this time.*
• *Changes in the agency's comfort level in reaching permanency planning decisions.*
• *Changes in the agency's decision-making process at major case decision points.*

Outcome Indicators 3A – Length of Time to Exit Foster Care

(?)
In analyzing these indicators, the County might consider the following:
• *Notable changes in length of stay of children in foster care and possible contributing factors.*
• *County-specific issues affecting the length of stay of children in foster care (for example, court practices in the County).*
• *Performance on the indicator based on child characteristics, i.e., age, ethnicity, and responsible agency (child welfare or probation) and length of stay.*
• *Relationship between available placement resources and length of stay of children in foster care.*
• *Procedures for permanency planning in place and practiced.*
• *Agency policies/procedures relating to filing for planned permanent placement alternative versus permanent custody.*
• *Any identified placement trends (i.e., with relatives).*
• *Any differences between residential and family setting placements regarding placement, intervention or experience patterns.*
• *Whether and how the County's relative approval process considers permanency.*
• *The county's current status of implementation of concurrent planning practices.*
The exit types of Reunification and Adoption are broken out separately below; however other exit types might be considered as relevant data is available.
Concurrent Planning Issues:
In analyzing this indicator, the County might consider the relationship between performance on this indicator and the extent of the County's concurrent planning implementation addressed in

the Case Review System systemic factor (Section III, B. 4 of the Self-Assessment Outline).

Guardianship (Kin-GAP and Non-Relative) – This data is currently not available

Emancipation – This data is currently not available
- The proportion of children exiting to emancipation compared to legal permanence.
- The extent to which continual efforts are made to achieve permanency for children in long-term foster care.

Still in Care –This data is currently not available
- The characteristics of children remaining in care.
- How permanency planning decisions are made.
- Efforts to achieve legal permanence for children after 18 months when neither adoption nor guardianship is an immediate goal.

Outcome Indicators 3A and 3E – Length of Time to Exit Foster Care to Reunification

This is an outcome measure reflecting the percent of children reunified within 12 months of removal of a child from the home. The data was developed by UCB. It is a federal and state outcome measure.

Methodology:
Federal: Of all children who were reunified from child welfare supervised foster care during the most recent 12 month study period (7/1/02-6/30/03), what percent had been in care for less than 12 months?
URL: http://cssr.berkeley.edu/cwscmsreports/cfsrdata/standards/cfsr_standardsForm.asp

State: For all children who entered foster care for the first time (and stayed at least 5 days) during the most recent 12 month study period (7/1/01-6/30/02), what percent were reunified with 12 months?
URL: http://cssr.berkeley.edu/cwscmsreports/Cohorts/exits/

> In analyzing this indicator, the County might consider the following:
> - The agency's policy for returning children home.
> - The relationship between the timeliness with which children return home and the rate at which children re-enter foster care (Indicator 3-G).
> - Any pattern in need for longer treatment of parent/child.
> - The availability of identified services to support reunification (i.e., trial home visits).
> - Whether the agency assists the families with contingency planning and securing services post initial reunification.
> - Any correlation between the number, type and length of services provided prior to placement and the achievement of early reunification.
> - Any correlation between the availability, accessibility and appropriateness of services offered to children and families during their involvement with the agency and the achievement of early reunification.
> - County-specific factors affecting reunification (i.e., availability of housing, court practices that affect the ability to meet this outcome).

Outcome Indicators 3A and 3D – Length of Time to Exit Foster Care to Adoption

This is an outcome measure reflecting the percent of children adopted within 24 months of removal of a child from the home. The data was developed by UCB. It is a federal and state outcome measure.

Methodology:

Federal: Of all children who were adopted from child welfare supervised foster care during the most recent 12 month study period (7/1/02-6/30/03), what percent had been in care for less than 24 months?
URL: http://cssr.berkeley.edu/cwscmsreports/cfsrdata/standards/cfsr_standardsForm.asp

State: For all children who entered child welfare supervised foster care for the first time (and stayed at least five days) during the most recent 12 month study period (7/1/00-6/30/01), what percent were adopted within 24 months?
URL: http://cssr.berkeley.edu/cwscmsreports/Cohorts/exits/

State: For all children who entered child welfare supervised foster care for the first time (and stayed at least 5 days) during the most recent 12 month study period (7/1/01-6/30/02), and were in care for 12 months, what percent had no more than two placements?
URL: http://cssr.berkeley.edu/CWSCMSreports/cohorts/stability/

In analyzing this indicator, the County might consider the following:
- *Procedures for permanency planning in place and practice*
- *Any identified placement trends that may be correlated to adoption rates (e.g. relative placements).*
- *When adoption planning and/or services begin for a child.*
- *Whether the option of relinquishment is explored with parents failing reunification.*
- *Whether the County has concurrent planning protocols in place and a description of those protocols. Whether the County integrates permanency planning early in case plan and in training of foster parents to support permanency for children.*
- *The agency's comfort level in reaching permanency planning decisions.*
- *When the adoption home study is initiated in the life of the child's case (if the family is not already approved for adoption).*
- *The county agency's practice for terminating parental rights if an adoptive home is not identified.*
- *The county court's practice for approving a petition for terminating parental rights and the effect on the time to adoption.*
- *The county's average timeframe to complete an adoptive home study.*
- *Availability of resources (i.e., adoptive homes and post adoption services).*

Outcome Indicators 3B and 3C – Stability of Foster Care Placement: These measures reflect the number of children with multiple placements within 12 months of placement. This data was developed by UCB. It is a federal and state outcome measure.

Methodology:
Federal: For all children in child welfare supervised foster care for less than 12 months during the most recent 12 month study period (07/1/02-06/30/03), what percent had no more than two placements?
URL: http://cssr.berkeley.edu/cwscmsreports/cfsrdata/standards/cfsr_standardsForm.asp

State: For all children who entered child welfare supervised foster care for the first time (and stayed at least five days) during the most recent 12 month study period (7/1/01-6/30/02), and were in care for 12 months, what percent had no more than two placements?
URL: http://cssr.berkeley.edu/CWSCMSreports/cohorts/stability/

In analyzing this indicator, the County might consider the following:
- *The County's performance on the data indicator based on child characteristics, e.g., age, ethnicity, etc. or referral source (i.e., child welfare or probation).*
- *The county's process for matching foster families with children based on children's needs and provider capability, e.g., use of team decision-making in placement decisions.*
- *The County's efforts to place children in the least restrictive placement in proximity to the parents.*

> - *The extent to which caregiver needs are considered in case planning.*
> - *If and how the County's initial placement practice considers the need for special needs children with complex mental health or behavioral needs.*
> - *The County's policy for emergency placements, including use of temporary settings on a routine basis.*
> - *Whether appropriate placements are available and/or affordable.*
> - *Identified barriers/gaps in appropriate placement resources.*
> - *The agency's level of community resources for recruitment. Quality of available services.*
> - *The percentage of the placement moves that were caused by planned and appropriate moves (for example, moving a child with a drug problem to a residential treatment facility) rather than resulting from an inappropriate match.*

Outcome Indicators 3F and 3G – Rate of Foster Care Re-Entry

This measure reflects the number of children who re-enter foster care subsequent to reunification or guardianship. The data was developed by UCB. It is a federal and state outcome measure.

Methodology:
Federal: For all children who entered child welfare supervised foster care during the most recent 12 month study period (07/01/02-06/30/03), what percent were subsequent entries within 12 months of a prior exit?
URL: http://cssr.berkeley.edu/cwscmsreports/cfsrdata/standards/cfsr_standardsForm.asp

State: For all children who entered child welfare supervised foster care for the first time (and stayed at least five days) during the most recent 12 month study period (7/1/00-6/30/01) and were reunified within 12 months of entry, what percent re-entered foster care within 12 months of reunification?
URL: http://cssr.berkeley.edu/cwscmsreports/Cohorts/reentries/

> *In analyzing this indicator, the County might consider the following:*
> - *Any identified placement trends, child characteristics (e.g., age, ethnicity) or removal reasons. The relationships between this indicator and the indicator for the length of stay with exits to reunification and the indicator for recurrence of maltreatment.*
> - *Determine from a systems point of view which problems (kids or parents) are triggering re-removals.*
> - *Need for longer treatment of parent/child?*
> - *The availability of crisis stabilization placement options for very short term/diagnostic placements.*
> - *Any service gaps identified by the agency that may contribute to reentry of children into foster care.*
> - *The county's policies or practices for use of trial home visits.*
> - *Whether the agency assists families with contingency planning and securing services after initial or early reunification.*
> - *The agency's decision making process in regards to major case decision making points (service decisions, prioritization of referrals, removal, filing for permanent custody (file on whom, at what point, etc.?)*
> - *Identify whether children are reentering the system for the same reason as the first entry.*
> - *Correlation between the characteristics of the prior stay of children in foster care (type of service provided, appropriateness of placement, and length of stay) and the current entry.*
> - *Correlation between characteristics of the post-reunification services (type of service provided, appropriateness of the reunification effort, and length of stay) and the current re-entry.*

Outcome 4:

> *The family relationships and connections of children served by the CWS will be preserved, as appropriate.*

Outcome Indicator 4A – Siblings Placed Together in Foster Care

These measures reflect the number of children placed with all or some of their siblings in foster care. The data was developed by UCB. It is a state outcome measure.

Methodology:

For all children in child welfare supervised foster care on the most recent point-in-time (July 1, 2003), of those with siblings in care, what percent were placed with some and/or all of their siblings?
URL: http://cssr.berkeley.edu/cwscmsreports/pointtime/fostercare/childwel/siblings.asp

> *In analyzing this indicator, the County might consider the following:*
> - *The characteristics of children most likely to be placed with one or more siblings.*
> - *The intake and placement practices that support or create barriers to placement of siblings together.*
> - *Protocols for assessing the quality of sibling relationships.*

Outcome Indicator 4B — Foster Care Placement in Least Restrictive Settings

This measure reflects the percent of children placed in each type of foster care setting. The data was developed by UCB. It is a state outcome measure.

Methodology:

For all children who entered child welfare supervised foster care for the first time (and stayed at least five days) during the most recent 12 month study period (7/1/02-6/30/03), what percent were in kin, foster, FFA, group, and other placements (first placement type, predominant placement type); What percent of children in child welfare supervised foster care were in kin, foster, FFA, group, and other placements in the most recent point in time (July 1, 2003)?
URL: (entry cohort) http://cssr.berkeley.edu/CWSCMSreports/cohorts/firstentries/
URL: (point in time) http://cssr.berkeley.edu/cwscmsreports/Pointintime/fostercare/childwel/ageandethnic.asp

> *In analyzing this indicator, the County might consider the following:*
> - *The extent to which children coming into care are routinely placed with relatives*
> - *The characteristics (age, gender, race/ethnicity, etc.) of children most likely to be placed in institutional or group care.*
> - *The relationship on this outcome indicator and issues addressed in the systemic factors of the Case Review System (Section III, B. 3. Process for parent-child-youth participation in case planning) and Foster/Adoptive Parent Licensing, Recruitment and Retention (Section III, C.).*

Outcome indicator 4E — Rate of ICWA Placement Preferences

This measure reflects the percent of Indian Child Welfare Act eligible children placed in foster care settings defined by the ICWA. This data was developed by CDSS. It is a state outcome measure.

Methodology:

Of those children identified as American Indian, what percent were placed with relatives, non-relative Indian and non-relative non-Indian families?

URL: http://www.dss.cahwnet.gov/research/

⑦ | *In analyzing this indicator, the County might consider the following:*
- *The extent to which protocols for identifying Indian children are consistently applied at intake.*
- *The relationship on this outcome indicator and issues addressed in the systemic factors of the Case Review System (Section III, B. 3. Process for parent-child-youth participation in case planning) and Foster/Adoptive Parent Licensing, Recruitment and Retention (Section III, C.).*

Outcome 8:

> *Youth emancipating from foster care are prepared to transition to adulthood.*

Outcome Indicator 8A — Children Transitioning to Self-Sufficient Adulthood

This measure reflects the percent of foster children eligible for Independent Living Services who receive appropriate educational and training, and/or achieve employment or economic self-sufficiency. The data was collected by CDSS. This measure includes data regarding youths, ages 16 through 20, who receive services from the Independent Living Foster Care Program. It identifies the number of youths receiving Independent Living Program services, the program outcomes for those youths, and certain client characteristics. This report is limited to a subset population obtained from State of California form 405A. It is a state outcome measure.

Methodology:

This data is based on hard copy reports submitted by counties to CDSS for the time period covered by the report.

URL: http://www.dss.cahwnet.gov/research/

⑦ | *In analyzing this indicator, the County might consider the following:*
- *The extent to which the County ensures housing for transitioning foster youth, including efforts to:*
    - *Increase the availability of subsidized housing or other low income;*
    - *Develop collaborations with local rental associations, landlords, etc.*
- *The extent to which the County assists transitioning foster youth in receiving appropriate education and/or training, including efforts to:*
    - *Develop collaborations with local colleges to establish student mentoring programs to promote successful high school graduation.*
    - *Develop collaborations with institutions of higher education to facilitate college entrance, and financial aid and scholarships.*
    - *Develop collaboration for vocational training with unions, trade associations, restaurants, etc.*
- *The extent to which the County assists transitioning foster youth in achieving employment or economic self-sufficiency, including efforts to:*
    - *Ensure youth have access to recruiters, e.g., Job Corps, California Conservation Corps, Armed Services.*
    - *Ensure youth have access to local One Stop Centers through the Employment Development Department.*
- *The extent to which the County assists transitioning foster youth to develop personal, supportive relationships by:*

- *Locating absent family members.*
- *Facilitating maintenance of important relationships.*
- *Developing mentoring programs.*
- *The extent to which the County ensures transitioning foster youth are advised about the continued availability of Independent Living Program Services up to age 21.*

II. Public Agency Characteristics
(Recommended length: 5 pages)

The purpose of this section is to provide information about the nature of the agencies providing child welfare services in the County. This section should be used to describe the overall way child welfare services are organized in the County, and child welfare system environment and the broader community, including any unique county resource issues.

A. Size and structure of agencies

In this section the County should briefly describe basic information identifying all public agencies that provide child welfare services (e.g., juvenile probation, shelter care, adoption, licensing) and their relationship to one another. For example: Is there a superagency structure?

1. County-operated shelter(s)

In this section, the County should identify whether it operates a shelter(s) and how it is utilized.

2. County licensing

In this section, the County should briefly describe agency roles and responsibilities for licensing of foster family homes. For example, does the County have a Memorandum of Understanding (MOU) with CDSS to license foster family homes, or is homefinding for foster homes and adoptive homes combined?

3. County adoptions

In this section, the County should describe whether the County is licensed to provide adoption services or whether such services are provided by a CDSS Adoptions District Office or another licensed county.

B. County governance structure

In this section, the County should describe organization(s) responsible for providing child welfare services and their relationship to one another.

C. Number/composition of employees

In the following sections, the County should identify issues in the areas listed that impact the provision of child welfare services and the achievement of desired outcomes for children.

1. Staffing characteristics/issues

The information for this section will be provided to counties by CalSWEC based on a county survey.

   a. Turnover ratio

   b. Private contractors

   c. Worker caseload size by service program

2. Bargaining unit issues

In this section, the County should describe any collective bargaining issues that impact the provision of child welfare services.

3. Financial/material resources

   a. Source and expenditure of funds

In this section, the County should describe the availability or lack of flexible funding opportunities, interagency collaborations and/or resources that supplement the CWS allocation, and their impact on the ability to achieve positive outcomes for children and families.

4. Political jurisdictions

   a. Number and type of political jurisdictions

In this section, the County should briefly describe the relationship with each jurisdiction listed below and their impact on the ability to achieve positive outcomes for children and families.

- *School districts/Local education agencies*
- *Law enforcement agencies*
- *Tribes*
- *Cities*

5. Technology level

In this section, the County should briefly describe its capacity to use technology, including both hardware and software, to facilitate the provision of child welfare services and the achievement of positive outcomes. Address how each is used and how it enhances or creates barriers to service delivery. The County may also include any planned improvements in this area.

   a. Laptops used by field staff (also include other hardware/equipment – i.e., Quick Pads.)

   b. Capacity to use SAS, SPSS, Business Objects, SafeMeasures, CAD IQ or other software

6. Any other factor as applicable

D. Current Systemic Reform Efforts

The intent of this section is to briefly identify in the check box any current reform efforts underway in the County. It can be used as a point of reference when discussing the County's performance on the outcomes.

III. Systemic Factors
(Recommended length: 15-20 pages)

The Systemic Factors are the same as those used in the Federal Child and Family Services Review and are defined in federal law.[1] The definitions provided in this section are consistent with federal law, but adjusted to relate to California counties within the State's requirements.

A. Relevant Management Information Systems

Relevant Management Information Systems refers primarily to the CWS/CMS and includes any other management information systems that supplement CWS/CMS in the delivery of child welfare services. These additional systems should also be described in this section, for example, a separate data base used to track adoptive applicants.

Data quality issues identified in the Outcomes Section should be summarized here, including how the issue was identified as a data issue rather than a programmatic or performance issue.

In analyzing this systemic factor, the County may consider the following:
- *The effectiveness with which the County uses CWS/CMS, including:*
  - *The accessibility and quality of this information for use by County managers and local staff.*
  - *The usefulness of the information in carrying out the agency's responsibilities.*
  - *The use of the data by various staff levels (clerical, social work, supervisory, management).*
- *The extent to which the County Data Report reflects uniform, current, accurate, and reliable data.*
  - *If caseload data is not accurate, consider how the County ensures that case closure and case plan transfer dates and reasons are completed in CWS/ CMS.*
- *Lessons learned about the system during the Countywide Assessment.*
- *The process or procedures in place to use CWS/CMS to conduct continuous quality assurance and achieve positive outcomes.*
- *Describe issues, concerns, constraints to good practice, tracking and monitoring due to CMS system limitations or hardware.*

B. Case Review System

The Case Review System refers to a system that does all of the following:
- Develop a written case plan which is developed jointly with the child's parents and includes provisions for:
  - Placing the child in the least-restrictive, most family-like setting appropriate to his or her needs and in proximity to the parent's home;

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[1] The Systemic Factors listed in this section are based on the definitions in 45CFR 1355.34, adjusted as applicable to California counties.

- Visitation of the child by the case manager as required;
- Documentation of the steps taken to make and finalize an adoption or other permanent plan.
- Provide for periodic review (court or administrative) at least every 6 months.
- Ensure that each child in foster care has a Permanency Hearing within 12 months from the date the child entered foster care and at least every 12 months thereafter.
- Provide for termination of parental rights (TPR) for children who have been in care for 15 of the last 22 months unless a compelling reason indicating why TPR is not in the child's best interest is documented in the case.
- Provides foster parents, pre-adoptive parents and relative caregivers of children in foster care with notice of and an opportunity to be heard in any review or hearing held for a child.

1. Court Structure/Relationship.

In responding to this section, the County might consider the following:
- *The structure of the County juvenile court for dependency and probation case.*
- *Any efforts in place to support or improve the working relationship between CWS and the juvenile court.*
- *The effectiveness of the juvenile court/CWS agency work related to the following:*
    - *Use of continuances*
    - *Termination of parental rights*
    - *Facilities available for parents and children*
    - *Use of alternative dispute resolution*

2. Process for timely notification of hearings.

In responding to this section, the County might consider the following
- *The County's policies, procedures and/or systems for notifying caregivers of a review hearing and soliciting caregiver input and for incorporating that input into decisions or recommendations.*

3. Process for parent-child-youth participation in case planning.

In responding to this section, the County might consider the following:
- *The process and the extent to which the County engages each party (parents, children and youth) in case planning activities such as identifying strengths and needs, determining goals, visitation, requesting specific services and evaluating progress.*
    - *The County's policies and practices that support such case planning.*
    - *How the County informs parents or guardians of rights and responsibilities regarding case planning.*
    - *How the County addresses the needs of care providers in the case plan.*

4. General Case Planning and Review

In responding to this section, the County might consider the following:
- *How the County is able to meet the requirement that each child in foster care responsibility has a <u>written case plan</u> with all the required elements that is reviewed every six months. Consider:*
    - *The use of the automated case plan function in the CWS/CMS.*
    - *Any policies and procedures that ensure timely development and review of*

> *case plans.*
>   - *Any barriers to timely development and review of case plans.*
>   - *How the County integrates fairness and equity towards racial or ethnic groups into case planning decisions.*
>
> - *How the County meets the requirement that the <u>Permanency Hearings</u> for children in foster care occur within prescribed timeframes, including:*
>   - *The timeliness of permanency hearings and their impact on permanency outcomes for children.*
>   - *To what extent the County submits timely permanency hearing court reports and any policies and practices that impact this.*
>   - *The county's policies and procedures that are in place to support meeting the permanency hearing requirements.*
>   - *How the County engages in permanency planning for youth.*
>
> - *The extent to which key <u>concurrent planning</u> practices in place in the County, including:*
>   - *Permanency alternative is identified prior to the dispositional hearing.*
>   - *Consideration of likelihood of reunification is made in placement decisions.*
>   - *Early identification, search and assessment of relatives and non-custodial parents (including resolution of paternity issues and identification of ICWA issues) as a placement resource.*
>   - *Specific recruitment, training and support is provided to resource families (i.e., concurrent placement families, flexible families, relative and non-relative, etc.) to assist in preparing for the emotional and practical challenges of concurrent planning.*
>   - *Regular, collaborative case staffings begin early in case (e.g., prior to the Dispositional hearing, every three months for children under 3, and 6 months for those over 3 years).*
>   - *The goals of child welfare and adoption units and agencies are integrated to promote concurrent planning.*
>   - *Clear definitions and procedures are in place regarding the process and content of "full disclosure" regarding concurrent planning (e.g., who will know what, when and how).*
>   - *Increased opportunities for communication among workers with different responsibilities related to a case.*
>   - *Intensive support services to birth parents are available early in the reunification process.*
>   - *Interagency partnerships support concurrent planning.*
>
> *More information on promising practices in concurrent planning can be found at: <u>http://cssr.berkeley.edu/childwelfare/researchdetails.asp?name=promising</u>*
>
> - *The county's practices regarding <u>TPR</u>, including:*
>   - *The part of the organization that is responsible to pursue a hearing pursuant to 366.26, if necessary, and if it is done timely.*
>   - *Whether an adoptive home is identified prior to TPR.*
>   - *How the County documents "compelling reasons" for not pursuing adoption or TPR and how this documentation is ensured.*

C.   Foster/Adoptive Parent Licensing, Recruitment and Retention

Foster/Adoptive Parent Licensing, Recruitment and Retention refers to a system that does all of the following:
- Maintains standards for foster family homes, including relatives, that are applied to all homes receiving federal Title IV-E or IV-B funds.
- Complies with requirements for a criminal record clearance.
- Has in place an identifiable process for assuring the diligent recruitment of potential foster and adoptive families that reflect the ethnic and racial diversity of children in the County for whom foster and adoptive homes are needed.
- Has in place procedures for the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children.

1. General licensing, recruitment and retention

(?) *In responding to this section, the County might consider the following:*
- *The extent to which the Family to Family Initiative has been implemented in the County, including the four strategies:*
  - *Recruiting, training and supporting resource families*
  - *Building community partnerships*
  - *Team decision-making*
  - *Evaluating results*
- *Describe the support services and resources available to caregivers in the County.*

2. Placement resources

(?) *In responding to this section, the County might consider the following:*
- *The characteristics of children for whom placement resources are scarce, including older children and special needs children*

D. Quality Assurance System

The Quality Assurance System refers to an identifiable quality assurance system in the County that maintains standards to ensure that children in foster care placements are provided quality services that protect their safety and health and does the following:
- Is in place in all jurisdictions within the County where child welfare services are provided.
- Evaluates the adequacy and quality of the child welfare services provided.
- Identifies the strengths and needs of the service delivery system it evaluates.
- Provides reports to agency administrators on the quality of services evaluated and needs for improvement.
- Evaluates measures implemented to address identified problems.

1. Existing quality assurance system

(?) *In responding to this section the County might consider the following:*

- *The county's policies for evaluating achievement of positive outcomes including the performance indicators identified in the County Data Profile.*
- *how the County: (1) utilizes monitoring results and (2) evaluates program improvement measures based on monitoring results*
- *The county's policies for requiring and monitoring documentation of services provided by non-county service providers.*
- *The county policies for monitoring ICWA and MEPA compliance.*
- *The county's policies for monitoring how mental health needs have been*

> *addressed and effectiveness of services provided.*
> - *The county's policies and procedures for documenting and monitoring compliance with child and family involvement in case planning process, including:*
>   - *Concurrent planning in every case receiving reunification services.*
>   - *Meeting TPR timelines and documentation of compelling reasons.*
>   - *Development of a Transitional Independent Living Plan for each child age 16 and over.*

E. Service Array

The Service Array systemic factor refers to the array of services the County has in place that includes the following:
- Services that assess the strengths and needs of children and families assisted by the agency and are used to determine other service needs.
- Services that address the needs of the family, as well as the individual child, in order to create a safe home environment.
- Services designed to enable children at risk of foster care placement to remain with their families when their safety and well-being can be reasonably assured.
- Services designed to help children achieve permanency by returning to families from which they have been removed, where appropriate, be placed for adoption or with a legal guardian or in some other planned, permanent living arrangement, and through post-legal adoption services.
- Services that are accessible to families and children in all political subdivisions of the County.
- Services can be individualized to meet the unique needs of children and families served by the agency.

> *In analyzing this systemic factor, the County might collect additional information through client satisfaction or provider surveys (See Attachment II). The County might consider the following:*
> - *The extent to which services delivered through multi-disciplinary teams.*
> - *The extent to which services differ based on placement status, i.e., in-home or out-of-home care.*
> - *The implementation of any pilots or demonstration projects in which the County participates, including contractor-supplied services.*
> - *The county's assessment process for ensuring that the needs, as identified by children, parents, and foster parents, are met.*

1. Availability of services

2. Assessment of needs and provision of services to children, parents, and foster parents

3. Services to Indian children

F. Staff/ Provider Training

The Staff/Provider Training systemic factor refers to a staff training and development program that does all of the following:
<u>For Staff:</u>

- Supports goals and objectives of the State's Child Welfare Program.
- Addresses services required to be provided by State law.
- Provides training for all staff that provide family preservation and support services, child protective services, foster care services, adoption services and independent living services soon after they are employed and that includes the basic skills and knowledge required for their position.
- Provides ongoing training for staff that addresses the skills and knowledge base needed to carry out their duties with regard to the services required by State law.

For Providers:
- Provides short-term training for current or prospective foster parents and adoptive parents that addresses the skills and knowledge base needed to carry out their duties with regard to caring for foster and adopted children.

G. Agency Collaborations

The federal systemic factor is entitled, "Agency responsiveness to the community." This systemic factor refers to the following:
- The County's engagement in ongoing consultation with a broad array of individuals and organizations representing agencies responsible for implementing child welfare services and other stakeholders, including:
    - Tribal representatives
    - Consumers
    - Service providers
    - Foster care providers
    - The juvenile court
    - Other public and private child and family serving agencies.
- The County develops, in consultation with these or similar representatives, annual reports of progress and services.
- Evidence that the agency's goals and objectives include consideration of the major concerns of stakeholders consulted in developing the services.
- Evidence that the agency's services are coordinated with services or benefits under other federal, federally-assisted, state or state-assisted programs serving the same populations to achieve the goals and objectives of child welfare services.

1. Collaboration with Public and Private Agencies

⑦ | *In responding to this section, the County might consider the following:*
- *The extent to which the County consults and coordinates with community partners in any County child welfare planning efforts, including how the concerns of partners are addressed; shared expectations, responsibilities and risks are identified.*
- *The extent to which there is shared involvement in evaluating and reporting progress on the County's goals.*
- *Any lessons learned during the County Self-Assessment focus groups, interviews, and/or consultations with county partners and others about the County's effectiveness in involving community and County stakeholders in county planning efforts and service provision.*
- *The extent to which the collaborations support positive outcomes for children, youth and families.*
- *Any outreach and/or action plan developed as a result of focus groups/interviews to engage the broader community in sharing responsibility for the protection of children.*

2. Interaction with local tribes

H.   Local Systemic Factors

> *This is a section where the County may identify and discuss any unique local systemic factors that were not addressed elsewhere.*

IV.   County-Wide Prevention Activities and Strategies
(Recommended length: 5 pages)

A. County-wide Primary Prevention Efforts

B. Prevention Partnerships

C. Strategies for the Future

V.   Summary Assessment
(Recommended length: 5 pages)

C-CFSR OUTCOMES

1. *Children are, first and foremost, protected from abuse and neglect.*

2. *Children are maintained safely in their homes whenever possible and appropriate.*

3. *Children have permanency and stability in their living situations without increasing reentry to foster care.*

4. *The family relationships and connections of the children served by the CWS will be preserved, as appropriate.*

5. *Children receive services adequate to their physical, emotional and mental health needs.*

6. *Children receive services appropriate to their educational needs.*

7. *Families have enhanced capacity to provide for their children's needs.*

8. *Youth emancipating from foster care are prepared to transition to adulthood.*

A. Discussion of System Strengths and Areas Needing Improvements

*The purpose of this section is to summarize the County's performance on each of the **C-CFSR Outcomes** considering the analysis of its performance on the related **outcome indicators** as well as the impact of any **systemic factors**. This is section should be derived from the conclusions drawn in the previous sections. It should be concise and serve as an executive summary of the overall self-assessment.*

B. Areas for further exploration through the Peer Quality Case Review

The purpose of this section is to identify those practice areas that would benefit from closer examination through an intensive case review process. The discussion of these issues should include the specific population that is affected by the practice and the questions or issues that the County hopes to address or resolve in a closer examination of the practice.

Please refer to the PQCR documents for more information on that process.

Glossary

AB 636	The Child Welfare System Improvement and Accountability Act of 2001 (AB 636, Steinberg). Identifies and replicates best practices to improve child welfare service outcomes through county-level review processes. Also referred to as California – Child and Family Service Review (C-CFSR).
Alternative Dispute Resolution (ADR)	Non-adversarial and confidential processes conducted by a neutral third party to assist two or more disputing parties reach a mutually acceptable and voluntary agreement as an alternative to litigation or contested hearings.
C-CFSR	California Child and Family Services Review: See AB 636
CalWORKs Child Welfare Service Integration Project	Families who are recipients of both CalWORKs and Child Welfare Services receive coordinated services to leverage maximum effectiveness from each program.
Child Well-Being	A primary outcome for child welfare services focused on how effectively the developmental, behavioral, cultural and physical needs of children are met.
Community Response (See also Differential Response)	A proactive response to and assessment of situations involving families under stress who come to the attention of the Child Welfare System but who do not present an immediate risk for child maltreatment. Provides families with access to services to address identified issues without formal entry into the system.
Concurrent Planning	The process of coupling aggressive efforts to reunify the family with careful planning for the possibility of adoption or other permanency options should circumstances prevent the child from returning home.
Consolidated Homestudy	Our current system licenses foster parents, and if a foster parent decides they wish to adopt a foster child they have in their home, a separate process called an adoptive homestudy is completed. The consolidated homestudy is a one-time study that would approve families for foster care and/or adoption and would facilitate concurrent planning.
County Data Report	The County Data Profile is a compilation of data provided by CDSS and is the basis of the County Self-Assessment. The profile includes: • Child Welfare Participation Rates (i.e., rate per 1000 children, e.g. referrals, foster care entries, placement type, etc.) • Outcome Indicators • Process Measures • Caseload Demographics
Differential Response	A graduated system for addressing referrals to the Child Abuse Hotline/Intake involving an initial assessment designed to identify immediate steps necessary to assure child safety and family engagement in such services as may be required to support them in performance of their parenting responsibilities.
Early Reunification	Efforts directed at enhancing parental protective capacity in order to permit the child to return to his or her family within 30 to 60 days of placement.
Evidence-Based Practice	A set of tools and resources for finding and applying the best current research evidence to service delivery, and integrating this information with clinical expertise and client values.
Fairness and Equity	Modification of policies, procedures and practices and expansion of the availability of community resources and supports to ensure that all children and families (including those of diverse backgrounds and those with special needs) will obtain similar benefit from child welfare interventions and attain equally positive outcomes regardless of the community in which they live.
Family to Family	An initiative designed in 1992 and field tested in communities across the country that effectively incorporates a number of strategies consistent with the values and objectives of Redesign, including comprehensive assessment, family team

	decision-making, neighborhood placement in families, and concurrent planning to assure children permanent families in a timely manner.
Family Well-Being	A primary outcome for California's child welfare services whereby families demonstrate self-sufficiency and the ability to adequately meet basic family needs (e.g., safety, food, clothing, housing, health care, financial, emotional and social support) and provide age appropriate supervision and nurturing of their children.
Initial Assessment	The intake function, the focus of which is to learn more about the immediate safety issues for the child, as well as obtain background information about the parent through collateral contacts.
Maltreatment	An act of omission or commission by a parent or any person who exercises care, custody, and ongoing control of a child which results in, or places the child at risk of, developmental, physical or psychological harm.
Multi-Disciplinary Teams	A group of professionals and paraprofessionals representing an array of disciplines (e.g., resource families, service providers, law enforcement, juvenile courts and other community organizations) who interact and coordinate efforts with parents and families, pooling their skills to offer comprehensive, coordinated services.
Non-Adversarial Approaches	Practices, including dependency mediation, permanency planning mediation, family group conferencing or decision-making and settlement conferences, designed to engage family members as respected participants in the search for viable solutions to issues that have brought them into contact with CWS. See also Alternative Dispute Resolution (ADR)
Peer Quality Case Reviews	A key component of the C-CFSR designed to enrich and deepen understanding of a county's actual practices in the field by bringing experienced peers from neighboring counties to assess and help shed light on the subject county's strengths and areas in need of improvement within the child welfare services delivery system and social work practice.
Performance Indicators	Specific, measurable data points used in combination to gauge progress in relation to established outcomes.
Permanence	A primary outcome for child welfare services whereby all children and youth have stable and nurturing legal relationships with adult caregivers that create a shared sense of belonging and emotional security enduring over time.
Program Improvement Plan (PIP) (Federal)	A comprehensive response to findings of the CFSR establishing specific strategies and benchmarks for upgrading performance in California in all areas of nonconformity with established indicators.
Prevention	Service delivery and family engagement processes designed to mitigate the circumstances leading to child maltreatment before it occurs.
Resource Families	Relative caregivers, licensed foster parents and adoptive parents who meet the needs of children who cannot safely remain at home. Resource families participate as members of the multidisciplinary team.

Risk, Safety and Needs Assessments	After the initial face to face assessment, there are subsequent meetings with the family to do a comprehensive assessment of strengths and needs, parental protective capacity, ongoing risks, and continued review of safety plans. If safety is a continuing concern and the case is being handled by the community network, the agency will re-refer the case to CWS. The nature of the case plan that emerges from the comprehensive assessment will differ based on what has to be done to assure safety, what the goals are for the case, and who should be involved in promoting the necessary changes within the family. Safety assessments will be done at multiple times during the life of a case. The first face-to-face assessment will be done when direct information is gathered as to the current safety and risk. Based on this initial assessment, safety plans will be put into place immediately, as needed. By gathering information as to the concerns about the protection of the child, by exploring the protective capacity of the parents, and by preliminarily identifying needs for services, the worker will asses risk. As the case moves forward to comprehensive assessment and service planning, a more thorough understanding will be obtained of family strengths and needs, as well as changes that must be made to assure the ongoing safety and protection of the child. Decisions on case closure will also address safety, risk, and whether necessary changes to assure child safety have been made.
Safety	A primary outcome for child welfare services whereby all children are, first and foremost, protected from abuse and neglect.
Shared Family Care	Temporary placement of children and parents in the homes of trained community members who, with the support of professional teams, mentor the families to the point that they develop the necessary skills, supports and protective capacity to care for their children independently.
Shared Responsibility	This concept encourages community residents to get involved in child protection. It offers opportunities for participation and stresses the importance and impact of the whole community's responsibility for child safety and well being. This does not negate the ultimate accountability of the CWS agency for child protection—rather, it engenders a community mind-set to develop the necessary capacity to protect children and to strengthen and preserve families.
Standardized Safety Approach	A uniform approach to the safety, risk and protective capacity of the adult caretaker to assure basic levels of protective responses statewide and to assure that fairness and equity is embedded in criteria used for case decisions
Successful Youth Transition	The desired outcome for youth who experience extended stays in foster care, achieved by the effective provision of a variety of services (e.g., health and mental health, education, employment, housing, etc.) continuing through early adulthood, while simultaneously helping youth to maintain, establish or re-establish strong and enduring ties to one or more nurturing adults.
System Improvement Plan (SIP) (County)	A key component of the C-CFSR, this operational agreement between the County and the state outlines a county's strategy and action to improve outcomes for children and families;
Uniform Practice Framework	A fully articulated approach to all aspects of child welfare practice that: • Uses evidence-based guidelines for the start-up phase and on-going incorporation of known "best" or "promising" practices • Aligns with sound child and family policy • Is responsive to unique needs of diverse California counties • Can be integrated with a Differential Response System • Addresses shared responsibility with the community • Emphasizes non-adversarial engagement with caregivers • Integrates practice work products from the Full Stakeholders Group and the Statewide Regional Workgroups.
Vulnerable	Families who face challenges in providing safe, nurturing environments for their

Families	children, including those demonstrating patterns of chronic neglect, those with young children (ages 0-5), those impacted by alcohol and drug abuse, homeless/poverty families, victims of domestic violence, and those with members whose mental health is compromised.
Workforce	A broad array of professionals and paraprofessionals who must come together to ensure the protection, permanence and well-being of children and families, including CWS at the County and state level along with such partners as resource families, community agencies, other public systems (e.g., mental health, education, public welfare, the court and other service providers).

Sample Surveys:

1. Federal Child and Family Services Review, Child Welfare System Survey

2. Federal Program Improvement Plan, Client Satisfaction Survey

The surveys listed above are provided as an example and may be used in whole or in part to assist with County Self-Assessment.

Note: The client satisfaction survey contains additional characters in the text. These are not errors but used for the purpose of automating the compiling of the results.

Child Welfare System Survey

Who are you?
- ☐ Public Agency Administrator
- ☐ Public Agency Caseworker/Supervisor
- ☐ Foster Youth
- ☐ Caregiver: foster/adoptive/relative

- ☐ Community-Based Agency Administrator
- ☐ Community-Based Agency Worker/Supervisor

- ☐ Other: _____

1. What services to children and families are most effective in the following:

   A. *Preventing children from being removed* from their families? (Please check 3 only)

   - ☐ Intensive in-home; FM services, home visits (e.g., PHNs, SW, etc)
   - ☐ Parental education, mentoring or support groups
   - ☐ Wraparound services
   - ☐ Substance abuse programs
   - ☐ Family conferencing or decision-making
   - ☐ Individual or family counseling

   - ☐ School based programs
   - ☐ Job training & assistance
   - ☐ Assistance for stable housing
   - ☐ Other _____

   _____

   B. *Helping parents to reunify* with their children? (Please check 3 only)

   - ☐ Parental education, mentoring or support groups
   - ☐ Parent-child visitation
   - ☐ Substance abuse programs
   - ☐ Family conferencing or decision-making
   - ☐ Individual or family counseling

   - ☐ Intensive in-home services; home visits
   - ☐ Family Reunification services
   - ☐ Job training & assistance
   - ☐ Assistance for stable housing
   - ☐ Other _____

   _____

2. When family reunification services are **not** successful and the child is not returned home, what services should have been provided that were not provided? (Please check 3 only)

   - ☐ Parental education, mentoring or support groups
   - ☐ Parent-child visitation
   - ☐ Substance abuse programs
   - ☐ Family conferencing or decision-making
   - ☐ Individual or family counseling
   - ☐ Wraparound services
   - ☐ Assistance for stable housing

   - ☐ Grief Counseling
   - ☐ Counseling/therapy
   - ☐ Job training & assistance
   - ☐ Intensive in-home services; home visits
   - ☐ Other _____

   _____

3. When family reunification services are **not** successful and the child is not returned home, how is the plan most commonly developed to provide permanency for the child?

   - ☐ Adoption Unit decides
   - ☐ FR Worker decides
   - ☐ Adoption & FR Workers decide
   - ☐ Worker & parents/relatives discussion
   - ☐ Worker & caregiver discussion

   - ☐ Mediation
   - ☐ Worker & child discussion
   - ☐ Worker, parents, caregiver, child discussion
   - ☐ Court decides
   - ☐ Other _____

More questions on the back.

1

4. What training do you think helps you or your staff do a better job? (Please check 3 only)
    ☐ Workshops   ☐ In services/in-house training
    ☐ Conferences   ☐ Identification of issues
    ☐ Time management   ☐ Mentoring
    ☐ College courses/extensions   ☐ Other_____
    ☐ N/A: Workload too high

5. What training do you or your staff need that is not available?

6. The State and counties carry out activities to make sure quality services are available to children and families in the child welfare system. What activities are you aware of? (Check all that apply.)
    ☐ A. Division 31 County Compliance Review   ☐ F. Foster care eligibility audits
    ☐ B. Licensing of foster providers   ☐ G. Case complaint investigations
    ☐ C. Investigations of alleged abuse/neglect ☐ H. State technical assistance to counties
        in foster care   ☐ I. Judicial Council reviews
    ☐ D. Foster Care Ombudsman   ☐ J. Supervisor Case Staffing
    ☐ E. Child Death Review   ☐ K. Other:
                                                       _____

    Which of the above do you believe are effective in ensuring quality services? (Check all that apply.)
    ☐ A.   ☐ B.   ☐ C.   ☐ D.   ☐ E.   ☐ F.   ☐ G.   ☐ H.   ☐ I.   ☐ J.

7. Do you feel that your input (opinions/ideas/concerns) regarding the child welfare or foster care system are solicited and/or heard by the County or state?

    ☐ Never   ☐ Sometimes   ☐ Most of the time   ☐ Always

8. If you have opinions, ideas or concerns regarding your local child welfare or foster care agency do you know who to contact?

    ☐ Yes   ☐ No

9. Any other comments?

Thank you for your time and for your input!
qqqq Please return this survey in the box provided pppp

PIP Telephone Survey Script

This survey is a client satisfaction telephone survey that is currently being used as part of the State's federal Program Improvement Plan. It is provided here as an example of a possible survey. It is available to be used by counties.

Text in ALL CAPS will not be read to respondent.

Notes:

For   Foster-PP case (1):   Foster Parent/Caregiver-Permanent Placement
          Foster-FR case (2):   Foster Parent/Caregiver-Family Reunification
          Birth Parent-FR case (5):   Birth Parent-Family Reunification
          Birth Parent-FM case (6):   Birth Parent-Family Maintenance

Need to include in the base data file
          Phone number for interviewee
          System ID
          Name of child
          Name of target interviewee
          Relationship of interviewee to child
          Service component
          Placement (in-home Vs out-of-home care)

Start of Interview

SQHELLO. May I speak to _____(interviewee)?
IF NOT AVAILABLE: ASK FOR A CALL BACK TIME. STATE THAT YOU WANT TO KNOW A
CONVENIENT TIME FOR ANSWERING AN IMPORTANT SURVEY]

IF INTERVIEWEE IS AVAILABLE:

Qintro1. Hello, my name is _____ and I'm calling on behalf of the California Department of Social Services from the Social and Behavioral Research Institute at California State University San Marcos. We recently sent a letter saying that you would be contacted by phone to participate in a survey we are conducting. The results of this survey will help improve the quality of life for children and parents receiving social services.

Qintro2. Your name was randomly chosen to participate in this study. If you choose to participate, all of your answers will be kept strictly confidential. Answers to the survey questions will not be shared with your social worker, and your participation will not affect the services you receive. Your answers will be used only in combination with other people who have participated in this survey.

QSERVVER. In the last year, have you had contact with a social worker from a county child welfare agency for ___(case child)?

> IF YES:
>> TBEGIN1. I would like to ask you some questions about the services you received. This should take about 15 minutes.
>>
>> TBEGIN2. I would like to let you know that your participation is voluntary and that you may end the call at any time. You may also choose not to answer any questions that make you feel uncomfortable.
>>> May we begin?
>
> IF NO:
>> QNOQUAL. Thank you for your time. We called this number in error.

Question: QVERBIR (For Birth Parents): Our records indicate that _____(case child) is currently in Foster Care. Is that correct?

FOR FM CASES: Our records indicate that _____(case child) is currently living with you. Is that correct?

> 1. YES, CONTINUE WITH INTERVIEW
> 2. NO, CASE CHILD IS LIVING WITH PARENT (SKIP TO QNOQUALV)

Question: QVERFOS (For Foster Parents): How long has ____(case child) been living with you?

>> 1. LESS THAN ONE MONTH (SKIP TO QNOQUALV)
>> 2. MORE THAN ONE MONTH-CONTINUE INTERVIEW
>> 3. CHILD NO LONGER LIVING IN FOSTER HOME

Core/Background Questions

Question 1.1
For all parents and foster parents
What is your relationship to _____ (name of child)?
1. FOSTER MOTHER
2. FOSTER FATHER
3. RELATIVE CAREGIVER
4. BIRTH MOTHER
5. BIRTH FATHER
6. ADOPTIVE MOTHER
7. ADOPTIVE FATHER
8. GRANDPARENT
9. AUNT/UNCLE
10. LEGAL GUARDIAN

11. GROUP HOME COUNSELOR
12. OTHER_____

    98. DON'T KNOW
    99. REFUSED

Question 1.2
For all respondents (PP, FR, FM)
Question 1.2a
    In the past two months, have you been visited by a social worker for _____(case child)
    for child welfare services?
        0. NO [SKIP TO Q1.2b2]
       1. YES
       8. DON'T KNOW [SKIP TO Q1.2b2]
       9. REFUSED [SKIP TO Q1.2b2]

Question 1.2b

In the past two months, how many times were you visited by ____ (case child's) social worker?
          _____ TIMES
[SKIP TO Q1.3]

Question 1.2b2
      IF NO:
      In the past year, have you been visited by the social worker for _____(case
      child)?
        0. NO
        1. YES [SKIP TO Q1_3]
        8. DON'T KNOW
        9. REFUSED

Question 1.2b3
      IF NO:
      Since you answered that you have not been visited by the social worker for
      _____(case child) in the past year, is there another way you have contact with
      the social worker?
        1. YES, PHONE CALLS
        2. YES, MEET AT SOCIAL WORKER'S OFFICE
        3. YES, MEET IN A PUBLIC PLACE
        4. YES, BY LETTERS
        5. CONTACTED BY OTHER AGENCY STAFF
        6. NO, HAVE NOT BEEN CONTACTED BY SOCIAL WORKER YET
        7. NO, NO CURRENT CONTACT
        8. OTHER
        9. NO MORE ANSWERS
        10. DON'T KNOW

11. REFUSED

Question 1.3
Besides _____(case child), are there other children in your home?
0. NO
1. YES
8. DON'T KNOW
9. REFUSED

If foster parent (FR, PP)(1,2) Skip to Q1_4
If birth parent (FM) (6) Skip to Qschol

For Birth Parents FR (5)
Question 1.3c
How recently has _____(case child) visited with you? Would you say………
1.   In the past month
2.   In the past two months
3.   In the past six months
4.   In the past year, or
5.   No contact in over a year.

8.   DON'T KNOW
9.   REFUSED

For parents FM, FR (5,6)
Question Qschol

Is _____(case child) enrolled in or attending school?
1. YES
2. NO, TOO YOUNG
3. NO, GRADUATED.
4. NO, EXPELLED/SUSPENDED
5. NO, SHOULD HAVE BEEN GOING TO SCHOOL BUT WASN'T
6. NO, OTHER_____
8. DON'T KNOW
9. REFUSED

Parents (FR, FM)(5,6) Skip to T17:

For foster parent (FR, PP)(1,2):
Question 1.4
Does _____(case child) have any related brothers or sisters?
0. NO [SKIP TO Q1.4c]
1. YES
8. DON'T KNOW [SKIP TO Q1.4c]
9. REFUSED [SKIP TO Q1.4c]

Question 1.4a
　　　IF YES:
　　　Are any of these <u>brothers or sisters</u> living in your home with _____ (case child)?
　　　　　0. NO
　　　　　1. YES [SKIP TO Q1.4c]
　　　　　8. DON'T KNOW
　　　　　9. REFUSED

Question 1.4b
　　　IF NO:
　　　How recently has _____(case child) had contact with the brothers or sisters who live in other homes? Would you say………
　　　1. In the past month
　　　2. In the past two months
　　　3. In the past six months
　　　4. In the past year, or
　　　5. No contact in over a year.

　　　8. DON'T KNOW
　　　9. REFUSED

Question 1.4c
　　　How recently has _____(case child) visited with his/her birth parents? Would you say………
　　　　　1. In the past month
　　　　　2. In the past two months
　　　　　3. In the past six months
　　　　　4. In the past year, or
　　　　　5. No contact in over a year.

　　　8. DON'T KNOW
　　　9. REFUSED

Primary Connections

Item 14: We will increase from the baseline survey by 3 percentage points the percentage of children whose primary connections – including extended family, friends, community, and racial heritage – are preserved by 6-30-05.
Score: One point for each connection maintained. Possible range 1 to 5. Score of 3 or higher indicates successful preservation of primary connections.
Reported measurement: Percent of cases with score of 3 or higher.
Respondent: Foster parents (for children in PP and FR)

T14. Now I would like to ask you about _____ (case child's) schooling, his/her interaction with family and friends, and religious and cultural background.

For foster parent (PP or FR) (1,2) :
Question 14.1 a

Was _____(case child) enrolled in or attending school before coming to live with you?

1. YES
2. NO, TOO YOUNG [SKIP TO Q14.1B]
3. NO, GRADUATED. [SKIP TO Q14.1B]
4. NO, EXPELLED/SUSPENDED [SKIP TO Q14.1B]
5. NO, SHOULD HAVE BEEN GOING TO SCHOOL BUT WASN'T [SKIP TO Q14.1B]
6. NO, OTHER_____ [SKIP TO Q14.1B]
8. DON'T KNOW [SKIP TO Q14.1B]
9. REFUSED [SKIP TO Q14.1B]

Question 14.1a1
IF YES: Is _____ (case child) still enrolled in and attending the same school?
0. NO
1. YES [SKIP TO Q14.1b]
8. DON'T KNOW [SKIP TO Q14.1b]
9. REFUSED [SKIP TO Q14.1b]

Question 14.1a2
IF NO: What is the reason for changing to a new school?
1. PROMOTED TO THE NEXT GRADE, WHICH IS IN A DIFFERENT SCHOOL
2. STARTED A SPECIAL EDUCATION PROGRAM
3. CHANGE OF ADDRESS DUE TO NEW FOSTER CARE PLACEMENT
4. OTHER
8. DON'T KNOW
9. REFUSED

Question 14.1 b

What type of contact does _____(case child) have with extended family members such as grandparents, uncles, and aunts? [SELECT ALL THAT APPLY]
1. IN PERSON VISITS [SKIP TO Q14.1C]
2. PHONE CALLS [SKIP TO Q14.1C]
3. LETTERS OR EMAIL [SKIP TO Q14.1C]
4. DOES NOT HAVE ANY CONTACT

8. DON'T KNOW [SKIP TO Q14.1c]
9. REFUSED [SKIP TO Q14.1c]

Question 14.1b1

If Q14.1b =4: What is the main reason that_____(case child) might not get to see his or her grandparents, uncles, and aunts?
1. THEY LIVE TOO FAR AWAY
2. THERE ISN'T ENOUGH TIME
3. CHILD DOESN'T WANT TO
4. CONTACT IS PROHIBITED BY COURT ORDER
5. TRANSPORTATION IS TOO DIFFICULT
6. ADDRESS OR PHONE NUMBER NOT KNOWN
7. OTHER
8. DON'T KNOW
9. REFUSED

[IF Q14.1A=2, SKIP TO Q14.1d]
Question 14.1c

What type of contact does _____(case child) have with the friends that he/she had before coming to stay with you? [SELECT ALL THAT APPLY]
1. IN PERSON VISITS [SKIP TO Q14.1D]
2. PHONE CALLS [SKIP TO Q14.1D]
3. LETTERS OR EMAIL [SKIP TO Q14.1D]
4. DOES NOT HAVE ANY CONTACT

8. DON'T KNOW [SKIP TO Q14.1D]
9. REFUSED [SKIP TO Q14.1D]

Question 14.1c1

If Q14.1c =4: What is the main reason that _____(case child) might not get to see the friends he/she had before coming to stay with you?
1. THEY LIVE TOO FAR AWAY
2. THERE ISN'T ENOUGH TIME
3. CHILD DOESN'T WANT TO
4. CONTACT IS PROHIBITED BY COURT ORDER
5. TRANSPORTATION IS TOO DIFFICULT
6. ADDRESS OR PHONE NUMBER NOT KNOWN

>   7.   OTHER
>   8.   DON'T KNOW
>   9.   REFUSED

Question 14.1d
Did _____(case child) attend <u>religious services</u> before coming to stay with you?
>   0. NO [SKIP TO Q14.1e]
>   1. YES
>   8. DON'T KNOW [SKIP TO Q14.1e]
>   9. REFUSED [SKIP TO Q14.1e]

Question 14.1d1
IF YES: In the past two months, has _____(case child) attended religious services in the same religious organization as before?
>   1. YES, ATTENDS SERVICES IN THE SAME RELIGIOUS ORGANIZATION
>   2. NO, DOESN'T ATTEND SERVICES
>   3. NO, BUT ATTENDS SERVICES IN MY (DIFFERENT) RELIGIOUS ORGANIZATION
>   8. DON'T KNOW
>   9. REFUSED

Question 14.1e
(IF CHILD IS SCHOOL-AGED)

In the past two months, has _____(case child) <u>participated in sports or after-school</u> activities?
>   0. NO
>   1. YES
>   8. DON'T KNOW
>   9. REFUSED

T14a. Now I would like to ask you a few questions about _____(case child)'s cultural background.

Question 14.1e1
Is the ethnicity of _____(case child) American Indian or Native American?
>   0. NO [SKIP TO Q14.1e2]
>   1. YES
>   8. DON'T KNOW [SKIP TO Q14.1e2]
>   9. REFUSED [SKIP TO Q14.1e2]

Question 14.1e1a
IF YES:

Is your home an American Indian or Native American home?
>   0. NO
>   1. YES
>   8. DON'T KNOW

9. REFUSED

Question 14.1e1b
How recently has _____(case child) visited with other families who are American Indian or Native American? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year, or
5. No contact in over a year
6. NEVER

8. DON'T KNOW
9. REFUSED

Question 14.1e1c
How recently has _____(case child) attended tribal events or ceremonies? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year, or
5. No attendance in over a year
6. NEVER

8. DON'T KNOW
9. REFUSED
[SKIP TO Q14.1f]

Question 14.1e2
IF NO [on Q14.1e1]:
What is the race or ethnic background of _____(case child)? [SELECT ALL THAT APPLY]
1. BLACK OR AFRICAN AMERICAN
2. ASIAN
3. PACIFIC ISLANDER
4. HISPANIC OR LATINO
5. WHITE
6. OTHER
8. DON'T KNOW [SKIP TO 14.1f]
9. REFUSED [SKIP TO 14.1f]

Question 14.1e2a
How recently has _____(case child) visited with people of his/her cultural background, race, or ethnicity? Would you say………
1. In the past month

2. In the past two months
3. In the past six months
4. In the past year, or
5. No visits in over a year
6. DAILY-CURRENT FAMILY HAS SAME BACKGROUND AS THE CHILD

8. DON'T KNOW
9. REFUSED

Question 14.1e2b

How recently has _____(case child) attended special events or classes related to his/her cultural background, race, or ethnicity? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. No attendance in over a year, or
6. Never

8. DON'T KNOW
9. REFUSED

Question 14.1f

What is the language that _____(case child) is most comfortable speaking?

1. ENGLISH [SKIP TO T17]
2. SPANISH
3. CHINESE

4. VIETNAMESE

5. FILIPINO
6. DOESN'T TALK YET, TOO YOUNG [SKIP TO T17]
7. OTHER
8. DON'T KNOW [SKIP TO T17]
9. REFUSED [SKIP TO T17]

Question 14.1f1

IF A LANGUAGE OTHER THAN ENGLISH:
Do you speak that language?
1. YES
2. SOME, SPEAK WELL ENOUGH TO COMMUNICATE
3. NO
8. DON'T KNOW
9. REFUSED

Question 14.1f2

Does _____(case child) have friends in the neighborhood who speak that language?

0. NO
1. YES
8. DON'T KNOW
9. REFUSED

Assessment of adult/child needs

Item 17: We will increase from the baseline survey by three percentage points the percentage of children, parents, and caregivers whose needs were assessed and who received services to meet those needs by 6-30-05.

Score: (1) Number of persons in each subgroup assessed divided by total number of household members identified by survey respondents. (2) Number of persons in subgroup who received at least one service divided by the number assessed.

(2) Of all persons who were assessed, the percentage who received services.

Reported measurement: (1) Percentage of children assessed. Percentage of parents assessed. Percentage of caregivers assessed. (2) Percentage of children who received services. Percentage of parents who received services. Percentage of caregivers who received services

Respondent: Parents and foster parents/caregivers for case child (FR, PP). Parents for case and other children, self and other adults in house (FM, FR).

For all respondents:
T17.
Now I would like to talk with you about how your social worker may have helped you and your family.

Question 17.1

How recently has a social worker talked with you about what _____(case child) might need? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never

8. DON'T KNOW
9. REFUSED

Question 17.2
Now I want to ask you about the current needs of _____ (case child). These could be things like: (randomly show 3 needs from child's needs list). What are _____ (case child's) current needs?

1. _____
2. _____
3. _____
4. NO MORE ANSWERS
5. NO NEEDS AT THIS TIME
6. DON'T KNOW
7. REFUSED

Question 17.4
What did your social worker do to help with Need # 1 (Pick all that apply)?

1. ARRANGED FOR MEDICAL OR DENTAL CARE
2. ARRANGED FOR MONEY TO BUY WHAT WE NEED
3. GOT CLOTHES OR OTHER THINGS
4. HELPED ARRANGE APPOINTMENTS
5. HELPED WITH TRANSPORTATION
6. ARRANGED THINGS AT SCHOOL
7. HELPED ARRANGE FOR LEGAL SERVICES
8. ARRANGED FOR A BUS OR OTHER TRANSPORTATION
9. ARRANGE CHILD CARE OR A PLACE TO STAY AFTER SCHOOL
10. ARRANGED FOR TUTORING
11. ARRANGED FOR MENTORING
12. ARRANGED FOR INDEPENDENT LIVING PROGRAM SERVICES
13. OTHER
14. NOTHING / DIDN'T HELP
15. NO MORE ANSWERS
16. DON'T KNOW
17. REFUSED

Question 17.5
What did your social worker do to help with Need # 2 ?
- ❑ [insert item number from services list]

Question 17.6
What did your social worker do to help with Need # 3?
- ❑ [insert item number from services list]

[Foster parent (PP, FR) (1,2) SKIP TO Q17.8a]

If Birth Parent (FR, FM) (5,6) and Q1.3 = 0,8,9, SKIP TO Q17_9a

For parents (FM, FR) (5,6) :
Question 17.7
How recently has a social worker talked with you about what the other children in the house might need? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO Q17.9a]

8. DON'T KNOW [SKIP TO Q17.9a]
9. REFUSED [SKIP TO Q17.9a]

Question 17.7a
IF YES:
Did your social worker help with plans or arrangements to take care of those needs?

13

0. NO
1. YES
8. DON'T KNOW
9. REFUSED
[SKIP TO Q17.9a]

For foster parent (PP, FR) (1,2)
Question 17.8 a
How recently has a social worker talked with you about what <u>you</u> might need so that you can take better care of _____ (case child)? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO T21]

8. DON'T KNOW [SKIP TO T21]
9. REFUSED [SKIP TO T21]
SKP to Q17NE

For parent (FM, FR) (5,6)
Question 17.9 a
How recently has a social worker talked with yo u about what <u>you</u> might need? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO Q17.14]

8. DON'T KNOW [SKIP TO Q17.14]
9. REFUSED [SKIP TO Q17.14]

T17NE
IF YES:
IF FOSTER PARENT PP, FR: Now I want to ask you what your current needs are so that you can take better care of _____ (case child).

IF PARENT FR, FM, SHOW: "Now I want to ask you what <u>your</u> current needs are.

Question 17NE
These could be things like: (randomly show 3 needs from PP, FR list) or (randomly show 3 needs from FR, FM list). Please tell me what your top three current needs are:"
1. _____
2. _____

3. _____
4. NO MORE ANSWERS
5. NO NEEDS AT THIS TIME
6. DON'T KNOW
7. REFUSED

Question 17N1, Q17N2, Q17N3
What type of help are you getting for Need # 1,2,3? (Pick one or more)
1. ANGER MANAGEMENT CLASSES
2. GETTING MORE CONFIDENCE IN MYSELF
3. ARRANGED VISITATIONS WITH MY KIDS
4. CHILD DEVELOPMENT CLASSES
5. COUNSELING FOR MYSELF
6. COUNSELING FOR MY CHILD
7. DOMESTIC VIOLENCE SHELTER
8. DRUG OR ALCOHOL TREATMENT
9. FOOD ASSISTANCE
10. HELP WITH LEGAL PROBLEMS
11. HELP WITH MY CHILD'S BEHAVIOR
12. HELP WITH HOUSING
13. HELP WITH IMMIGRATION ISSUES
14. INCOME, GETTING AID
15. JOB TRAINING
16. FINISHING SCHOOL
17. LEARNING TO READ
18. TEMPORARY CHILD CARE SO I CAN HAVE A BREAK (RESPITE)
19. PARENTING CLASSES
20. OTHER
21. NONE/NO HELP
22. NO MORE ANSWERS
23. DON'T KNOW
24. REFUSED

Question 17.13b
On a scale from zero to ten, where zero means "not at all helpful" and ten means "extremely helpful, how helpful would you say your social worker is in helping you with plans or arrangements to take care of your needs? [SCALE 0-10]
_____ RATING

98. DON'T KNOW
99. REFUSED

For parents (FM, FR) (5,6):
Question 17.14
Is there another adult living in your home?
0. NO [SKIP TO T21]

1. YES
8. DON'T KNOW [SKIP TO T21]
9. REFUSED [SKIP TO T21]

Question 17.14a
IF YES:

How recently has a social worker talked with you about what those people might need?
Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO T21]

8. DON'T KNOW [SKIP TO T21]
9. REFUSED [SKIP TO T21]

Question 17.14b
On a scale from zero to ten, where zero means "not at all helpful" and ten means
"extremely helpful," how helpful would you say your social worker is in helping you with
plans or arrangements to take care of the needs of the other adults? [SCALE 0-10]
            _____ RATING

98. DON'T KNOW
99. REFUSED

Educational Needs

Item 21: We will increase from the baseline survey by 3 percentage points the percentage of children in the home, or in out-of-home placement, who were assessed and received services for educational needs by 6-30-05.
Score: (1) Number of case children assessed for educational needs divided by total number of case children. (2) Number of case children who received educational services divided by total number assessed.
Reported measurement: (1) Percentage of case children assessed for educational needs. (2) Percentage of children who received educational services.
Respondent: Parents and foster parents/caregivers (FM, FR, PP).

[IF Q14.1A=2,3 Foster parents (PP, FR) (1,2) SKIP TO T23, For parents (FM, FR) (5,6) SKIP TO Q21.3], For parents (FM, FR) (5,6) with no children, SKIP TO T23]

T21. I would like to talk with you more about the school needs of _____ (case child).

Question 21.1
How recently has a social worker talked with you about how _____ (case child) is doing at school? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never

8. DON'T KNOW
9. REFUSED

Question 21.2
Did _____(case child) have any problems at school during the past school year?
0. NO [IF (parents FM, FR) SKIP TO Q21.3, IF foster (PP, FR) SKIP TO T23]

1. YES
8. DON'T KNOW [IF (parents FM, FR) SKIP TO Q21.3, IF foster (PP, FR) SKIP TO T23]
9. REFUSED [IF (parents FM, FR) SKIP TO Q21.3, IF foster (PP, FR) SKIP TO T23]

Question 21.2a

IF YES: What kind of problems did ___(case child) have at school? (Check all that apply)
1. MISSING A LOT OF SCHOOL BECAUSE OF SICKNESS
2. MISSING SCHOOL FOR OTHER REASONS

3. SUSPENDED
4. EXPELLED
5. BEING BULLIED
6. HAVING PROBLEMS GETTING ALONG WITH OTHER CHILDREN
7. LEARNING DISABILITY
8. BAD BEHAVIOR IN SCHOOL
9. LOW GRADES

10.   HELD BACK FOR A YEAR

11. OTHER
12. NO MORE ANSWERS
13. DON'T KNOW
14. REFUSED

Question 21.2b

Which of the following describes the amount of help you received for these problems?
Would you say you received…..
1. All of the help you needed
2. Some of the help you needed, or
3. None of the help you needed [SKIP TO Q21.3 if FM,FR or T23 if PP,FR]
8. DON'T KNOW [SKIP TO Q21.3 if FM,FR or T23 if PP,FR]
9. REFUSED [SKIP TO Q21.3 if FM,FR or T23 if PP,FR]

Question 21.2c

IF YES:

What kind of help did you get for __ (case child) for his/her school problems?
1. MEETING WITH THE TEACHER/PRINCIPAL
2. TUTORING
3. HELP WITH LEARNING ENGLISH
4. GOT THE SCHOOL TO DO SPECIAL TESTS
5. GOT THE SCHOOL TO ARRANGE SPECIAL CLASSES
6. SET UP MEETINGS FOR AN IEP/INDIVIDUAL EDUCATION PLAN
7. GOT CHILD INTO SPECIAL EDUCATION PROGRAM
8. HELPED CHILD TRANSFER TO A SPECIAL SCHOOL
9. COUNSELING
10. MADE A REFERRAL TO REGIONAL CENTER
11. OTHER
12. NO MORE ANSWERS
13. DON'T KNOW
14. REFUSED

 [SKIP Foster parents (PP, FR) (1,2) to T23]

For parents (FM, FR) (5,6):

(IF Q1.3 =0, SKIP to T23)

Question 21.3
How recently has a social worker talked with you about how the other children in your home are doing at school? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO T23]
7. OTHER CHILDREN NOT SCHOOL-AGED [SKIP TO T23]

8. DON'T KNOW [SKIP TO T23]
9. REFUSED [SKIP TO T23]

Question 21.3a
On a scale from zero to ten, where zero means "not at all helpful" and ten means "extremely helpful", how helpful would you say your social worker is in helping you with plans or arrangements to take care of the school needs of the other children? [SCALE 0-10]

_____ RATING

98. DON'T KNOW
99. REFUSED
[SKIP TO T23]

Mental Health Needs

Item 23: We will increase from the baseline survey by 3 percentage points the percentage of children in the home, or in out-of-home placement, who were assessed and received services for mental health needs by 6-30-05.
Score: (1) Number of case children assessed for mental health needs divided by total number of case children. (2) Number of case children who received mental health services divided by total number assessed.
Reported measurement: (1) Percentage of case children assessed for mental health needs. (2) Percentage of children who received mental health services.
Respondent: Parents and foster parents/caregivers (FM, FR, PP).

T23. Now I would like to talk with you more about the mental health, behavioral, and learning needs of _____ (case child). (IF parents FM, FR (5,6) skip to Q23.2)

For foster parents (PP, FR) (1,2)
   Question 23.1
   At the time _____(case child) entered foster care, were you aware if there was a mental health screening to assess his/her mental health needs?
            0. NO
            1. YES
            8. DON'T KNOW
            9. REFUSED

For all respondents (FR, FM, PP)
   Question 23.2
   In the past six months, has _____(case child) had mood swings or out-of-control behavior?
            0. NO
            1. YES
            7. RESPONDENT SAYS CHILD IS TOO YOUNG/INFANT
            8. DON'T KNOW
            9. REFUSED

   Question 23.2a
   In the past six months, has _____(case child) had trouble with speech, coordination, learning new things, or interacting with people?
            0. NO
            1. YES
            7. RESPONDENT SAYS CHILD IS TOO YOUNG/INFANT
            8. DON'T KNOW
            9. REFUSED
[IF 0,8,9 for both Q23.2 and Q23.2a, or if Q23.2a = 7, parents FM, FR (5,6) SKIP TO Q23.a5, foster parent, PP, FR (1,2) SKIP TO T20]

Question 23.3

IF YES: What types of mental health, behavioral, and learning problems has _____(case child) had? [SELECT ALL THAT APPLY]

1. ANGER OR TEMPER
2. OFTEN SAD OR DEPRESSED
3. SUICIDAL
4. CAN'T CONCENTRATE
5. CAN'T SIT STILL
6. GETS INTO FIGHTS
7. HURTS OTHER PEOPLE
8. HURTS HIM/HERSELF
9. DRUG PROBLEMS
10. ALCOHOL PROBLEMS
11. EATS TOO MUCH/ IS OVERWEIGHT
12. WON'T EAT/IS TOO THIN
13. SLEEPING PROBLEM
14. RUNS AWAY(from home?)
15. HAS SEIZURES/ EPILEPSY
16. MENTAL RETARDATION/CEREBRAL PALSY/AUTISM
17. IS SLOW TO LEARN
18. IS SLOW PHYSICALLY (WALKING/COORDINATION)
19. IS SLOW TO TALK/HAS SPEECH DIFFICULTIES
20. DOESN'T LIKE TOUCH BY/CLOSE TO OTHERS
21. SLOW LEARNING TO EAT/CLOTHE/USE TOILET
22. OTHER
23. NONE/DOES NOT HAVE ANY PROBLEMS
24. NO MORE ANSWERS
25. DON'T KNOW
26. REFUSED

IF (Q23_2 =0,8,9) SKP to Q23_3b

Question 23.3a

How recently has a social worker talked with you about whether _____(case child) has mood swings or out-of-control behavior? Would you say………

1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never

8. DON'T KNOW
9. REFUSED

IF (Q23_2a = 0,8,9) SKP over Q23.3b

Question 23.3b

How recently has a social worker talked with you about whether _____(case child) has trouble with speech, coordination, learning new things, or interacting with people? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never

8. DON'T KNOW
9. REFUSED

[IF 6,8,9 for both Q23.3a and Q23.3b, parents FM, FR (5,6) SKIP TO Q23.a5, parents FM, FR (5,6) with no children SKIP TO T20, foster parent, PP, FR (1,2) SKIP TO T20]

Question 23.4

What kinds of help did your social worker provide for these difficulties? [SELECT ALL THAT APPLY]

1. GOT COUNSELING FOR THE CHILD
2. GOT TESTS BY A DOCTOR/MEDICAL DIAGNOSIS
3. HELPED ME GET MEDICINE FOR PROBLEM
4. ARRANGED FOR COUNSELING FOR SELF
5. TRAINING/PARENTING SKILLS TO MODIFY CHILD'S BEHAVIOR
6. TRAINING/PARENTING SKILLS TO HELP ME COPE…
7. MADE A REFERRAL TO REGIONAL CENTER
8. GOT DEVELOPMENTAL TESTS
9. OTHER
10. NO HELP
11. NO MORE ANSWERS
12. DON'T KNOW
13. REFUSED

 (If PP, FR (1,2) skip to T20)
(IF Q1.3 =0, SKIP to T20)
For parents FM, FR (5,6):

Question 23.a5
In the past six months, have your other children had mood swings or out-of-control behavior?
0. NO
1. YES
8. DON'T KNOW

9. REFUSED

Question 23.5

How recently has a social worker talked with you about whether your other children had mood swings or out-of-control behavior? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO T20]

8. DON'T KNOW [SKIP TO T20]
9. REFUSED [SKIP TO T20]

Question 23.5a

IF YES:

Did your social worker help with plans or arrangements to take care of those moods or behavior problems?
0. NO
1. YES
8. DON'T KNOW
9. REFUSED

Social Worker Visits, Frequency, Usefulness for Safety, Usefulness for Case Planning

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Item 20: (1) We will increase the compliance by workers with planned parent visit schedules from the baseline by four percentage points by 6-30-05.
(2) We will increase from the baseline survey by 3 percentage of parents whose ability to safely parent the in-home child was promoted/assisted by the social work visits by 6-30-05.
3) We will increase from the baseline survey by 3 percentage of parents whose ability to meet their case plan goal was promoted/assisted by the social work visits by 6-30-05.
Score: (1) Using Questions 20.1 and 20.2: First, Assign value=1 if frequency of visits is equal to or greater than planned visits, value=0 if frequency is less or response is "no schedule, never, don't know" to either item. Second, divide number of respondents with value=1 by total respondents who were asked; (2) Number of parents responding yes to "social worker helped" divided by number of parents who were asked. (3) Number of parents responding yes to "Case plan" divided by number of parents who were asked.
Reported measurement: From survey (1) Percentage of parents who receive at least the planned number of visits. From survey, percentage of parents who say social worker helped them to (2) be a better parent, (3) meet plan goals.
Respondent: For (1) all parents and foster parents. For (2), (3) only parents (FM, FR)

T20. Now I would like to talk with you more about your visits with the social worker for _____ (case child).

For all respondents:

Question 20.1
How often is the social worker for _____(case child) supposed to visit you?
1. Once a week
2. Once every two weeks
3. Once a month
4. Once every two months
5. Once every six months
6. THERE IS NO SCHEDULE
7. NEVER
8. OTHER
9. DON'T KNOW
10. REFUSED

Question 20.2
How often does this social worker actually visit you?
1. Once a week
2. Once every two weeks
3. Once a month
4. Once every two months
5. Once every six months
6. THERE IS NO SCHEDULE
7. NEVER
8. OTHER

9. DON'T KNOW
10. REFUSED
[IF foster parents PP, FR (1,2) SKIP TO Q18.10]
[IF parents FM (6) SKIP TO Q20.8]

For FR Parents (5):
Question 20.3
How recently has a social worker talked with you during a visit about what you need to do
to get your kids back? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO Q20.6]

8. DON'T KNOW [SKIP TO Q20.6]
9. REFUSED [SKIP TO Q20.6]

Question 20.4
IF YES:
On a scale of zero to ten where zero means "not at all helpful" and ten means "extremely
helpful", how helpful were your visits with the social worker in terms of helping you
understand what needs to be done to get your kids back? [SCALE 0-10]

_____ RATING

98. DON'T KNOW
99. REFUSED

Question 20.5
IF YES: On a scale from zero to ten, where zero means "not at all well" and ten means
"extremely well," how well would you say the number of visits from your social worker
meets your needs? [SCALE 0-10]
_____ RATING

98. DON'T KNOW
99. REFUSED

Item 20 (3)

Question 20.6
How recently has a social worker talked with you during a visit to plan some services so
you could get your kids back? Would you say………
1. In the past month
2. In the past two months
3. In the past six months

4. In the past year
5. More than a year, or
6. Never [SKIP TO T18]

8. DON'T KNOW [SKIP TO T18]
9. REFUSED [SKIP TO T18]

Question 20.7
IF YES: On a scale from zero to ten, where zero means "not at all well" and ten means "extremely well," how well would you say your social worker helped you do the things that were planned? [SCALE 0-10]
_____ RATING

98. DON'T KNOW
99. REFUSED
[SKIP TO T18]

For FM (parents) (6)
Item 20 (2)
Question 20.8
How recently has a social worker talked with you during a visit about how to safely care for your children at home? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO Q20.11]

8. DON'T KNOW [SKIP TO Q20.11]
9. REFUSED [SKIP TO Q20.11]

Question 20.9
IF YES:
On a scale of zero to ten where zero means "not at all helpful" and ten means "extremely helpful", how helpful were your visits with the social worker in terms of helping you understand what needs to be done in order to safely care for your children? [SCALE 0-10]
_____ RATING

98. DON'T KNOW
99. REFUSED

Question 20.10

IF YES: On a scale from zero to ten, where zero means "not at all well" and ten means "extremely well," how well would you say your social worker is meeting your needs in terms of safely caring for your children at home? [SCALE 0-10]

_____ RATING

98. DON'T KNOW
99. REFUSED

Item 20 (3)

Question 20.11

How recently has a social worker talked with you to plan some services to safely care for your children at home? Would you say………
1. In the past month
2. In the past two months
3. In the past six months
4. In the past year
5. More than a year, or
6. Never [SKIP TO T18]

8. DON'T KNOW [SKIP TO T18]
9. REFUSED [SKIP TO T18]

Question 20.12

IF YES: On a scale from zero to ten, where zero means "not at all well" and ten means "extremely well," how well would you say your social worker helped you do the things that were planned? [SCALE 0-10]

_____ RATING

98. DON'T KNOW
99. REFUSED

Case Planning & Involvement

Item 18: We will increase from the baseline survey by 3 percentage points the percentage of children, parents, and caregivers involved in case planning.
Score: (FM) Of cases with social worker discussion of case plan, number of responses of (a) "myself" and (b) both "myself" and "child" to question about who talked with social worker.
(FR-parent respondent) Of cases with social worker discussion of case plan, number of responses of (a) "myself" to question about who talked with social worker.
(PP—foster parent/caregiver respondent) Of cases with social worker discussion of case plan, number of responses of (a) "myself" and (b) both "myself" and "child" to question about who talked with social worker.
Reported measurement: (FM) Percent of cases with discussion with (a) parent and (b) child and parent.
(FR—parent respondent) Percent of cases with discussion with (a) parent.
(PP—foster parent) Of cases with social worker discussion of case plan, number of responses of (a) "myself" and (b) both "myself" and "child" to question about who talked with social worker.
Respondent: See above

T18. Now I would like to talk with you more about how the social worker helped you decide what services you need.

For parents (FR and FM) (5,6)
Question 18.1
Besides the social worker, was anyone else in your life involved in helping you decide what services you need? (Check all that apply)
1. NO, SOCIAL WORKER ONLY TALKED WITH ME
2. _____(CASE CHILD)
3. MY HUSBAND/WIFE/BOYFRIEND/GIRLFRIEND
4. OTHER RELATIVE OR FRIEND
5. OTHER
6. NO MORE ANSWERS
7. DON'T KNOW
8. REFUSED

Question 18.2
Did the social worker talk with you about what services you think are needed?
        0. NO
        1. YES
        8. DON'T KNOW
        9. REFUSED

Question 18.3

Did the social worker write down a plan for services that are needed?
        0. NO [SKIP TO Q18.6]

1. YES
8. DON'T KNOW [SKIP TO Q18.6]
9. REFUSED [SKIP TO Q18.6]

Question 18.4

Did the social worker include the services you asked for?

0. NO
1. YES
7. RESPONDENT STATES HE/SHE DID NOT ASK FOR ANY SERVICES
8. DON'T KNOW
9. REFUSED

Question 18.5

Do you have a copy of the plan?

0. NO
1. YES
8. DON'T KNOW
9. REFUSED

Question 18.6
Did the social worker talk with your child(ren) about what they think is needed?
0. NO [SKIP TO Q18.8]
1. YES
8. DON'T KNOW [SKIP TO Q18.8]
9. REFUSED [SKIP TO Q18.8]

IF (Q18_3 = 0, 8, 9) Skip to Tclose
Question 18.7
Did the social worker include the services the children asked for?
0. NO
1. YES
7. RESPONDENT STATES HE/SHE DID NOT ASK FOR ANY SERVICES
8. DON'T KNOW
9. REFUSED

Question 18.8
Did the social worker involve you when making changes to the plan?
0. NO
1. YES
8. DON'T KNOW
9. REFUSED

Question 18.9
Did the social worker involve your child(ren) when making changes to the plan?

      0. NO
      1. YES
      8. DON'T KNOW
      9. REFUSED
[SKIP TO TClose.]

For foster parents (FR and PP) (1,2)
    Question 18.10

Do you have a copy of _____'s (case child's) case plan?

      0. NO
      1. YES
      8. DON'T KNOW
      9. REFUSED

Question 18.11
Do you have the information you need to take care of _____ (case child)?
      0. NO
      1. YES
      8. DON'T KNOW
      9. REFUSED

Question 18.12
Do you have the contact information you need to make arrangements for visits with
_____ (case child's) parents, brothers, sisters, or other family members?
      0. NO
      1. YES
      8. DON'T KNOW
      9. REFUSED

Question 18.13
Does the social worker ask you what you need to care for _____ (case child)?
      0. NO
      1. YES
      8. DON'T KNOW
      9. REFUSED

Question 18.14
  Does the social worker listen to your suggestions about what services _____
  (case child) needs?
      0. NO
      1. YES
      8. DON'T KNOW
      9. REFUSED

Closing

TClose. Now I would like to ask you a few final questions before we end the survey.

Qclos1. On a scale from zero to ten, where zero means "not at all well" and ten means "extremely well," how well would you say the child welfare system is recognizing and meeting the needs of _____ (case child)? [SCALE 0-10]

                                    _____ RATING

> 98. DON'T KNOW
> 99. REFUSED

Qclos2. On a scale from zero to ten, where zero means "not at all well" and ten means "extremely well", how well would you say this survey covered the important issues you face with _____(case child)? [SCALE 0-10]

                                    _____ RATING

> 98. DON'T KNOW
> 99. REFUSED

Qclos3. And finally, if you could choose one thing that could be done for _____(case child) to improve his/her life, what would that be? _____[OPENEND QUESTION]

QCOM. Do you have any comments you would like to add about the subjects we have covered today?

TCLOSE2. Those are all the questions I have for you. The information you have provided is confidential and won't be shared with your social worker. It will be used to help us improve child welfare services in California.

QEND. Thank you very much for participating in this study. Goodbye.

F5 HELP: If you think of a question later and would like to talk with someone about the survey, you may call Lois VanBeers at 916-654-1792. If you want to talk with someone about your case, you should call your social worker. You may also call the State's Foster Care Ombudsman Office using this toll free number: 1-877-846-1602.